From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Additional night time fails
Date: Tuesday, May 21, 2024 7:44:44 AM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Morning Corporal,

Thanks for taking the time to gather this information.

We've engaged our Imaging team to thoroughly review each device on your network for optimization.

Rest assured, these issues have been escalated to the appropriate internal stakeholders and I will follow up as we make progress.

I appreciate your continued patience.

Stay safe,
Alex C

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/21/2024, 9:58 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Additional night time fails

Flock Safety,

Last week I mentioned Flock cameras are doing a poor job catching plates at night.

This week I started testing additional cameras and find Flock's success rate on plates at night is about 25%.

My vehicle has white plates. The license plate lights are working. CA/ 8LDA954.

05-12-24

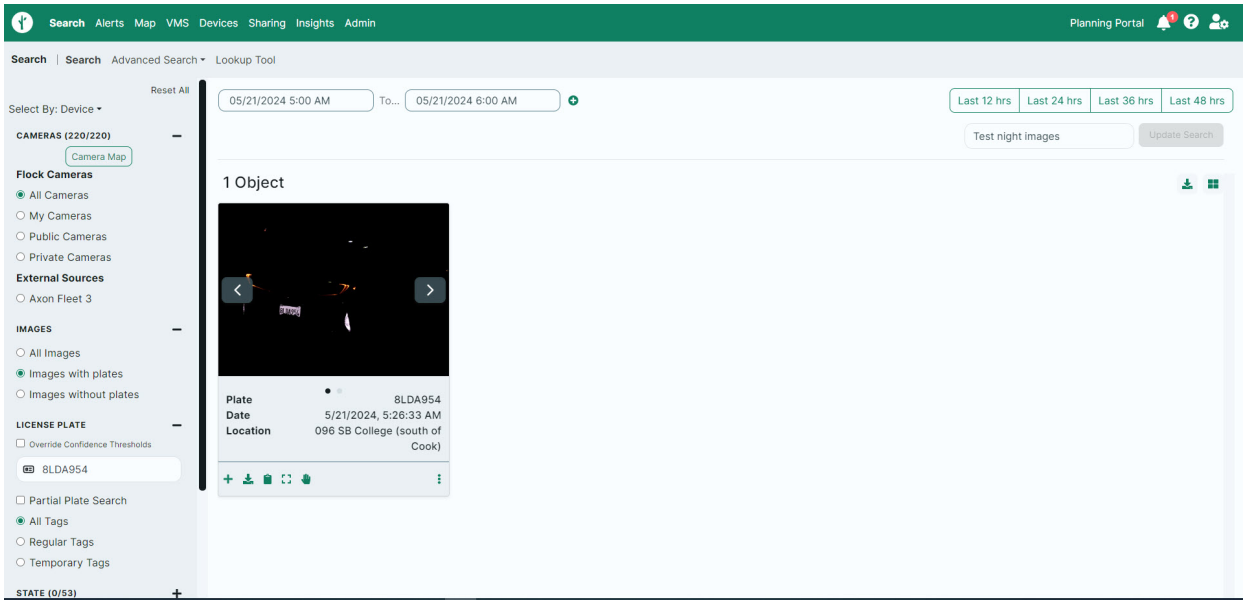
05:25:12 Hrs. camera "015 WB Main (west of Ranch)" Failed to read.

05:26:30 Hrs. camera "096 SB College (south of Cook)" Success

05:29:15 Hrs. camera "094 SB College (north of Battles) Failed to read.

05:31:24 Hrs. camera "030 SB Broadway (south of Carmen) #2 lane, Failed to read.

I searched all 220 cameras for 5/12 from 0500-0600 Hrs. Only camera 096 read my plate.



I moved the "Confidence" slider to Zero Confidence and results were the same.

Attached are the PDFs for plate reads from the other cameras around the time they should have seen my plate.

Please add cameras 015, 094 and 030 to the list of cameras to be serviced.

Thank you.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

WARNING! The information contained in this transmission is privileged and confidential. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message and any attachments.

To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.

thread::jYbMQ8wvKca7NJrx-v061A4::